**Section 378.30 General Requirements and Operation of Day Care Information Line**

a) Hours of Operation

The Department of Children and Family Services shall establish and maintain a Statewide toll-free number that will be staffed from 8:30 a.m.-5:00 p.m., Monday through Friday, excluding holidays. The phone line shall be available to all individuals within the State of Illinois to provide the history and record of licensed day care homes, group day care homes, day care agencies and day care centers.

b) Information to be Provided

1) Specific information provided by the day care information line on day care facilities closed prior to January 1, 1999 shall be:

A) date the facility was initially licensed,

B) expiration date of the last license,

C) revocations, and

D) surrenders.

2) Specific information provided by the day care information line on a licensed day care facility whose license is in effect at the time of inquiry shall be:

A) date the facility was initially licensed,

B) effective date of the current license,

C) expiration date of the current license,

D) license capacity,

E) age range served,

F) revocations and pending revocations,

G) surrenders,

H) administrative orders of closure,

I) licensing status (i.e., pending, conditional, etc.),

J) whether the facility is under a protective plan pending the outcome of a licensing investigation, and

K) a list of substantiated complaints and Department staff findings of licensing violations since January 1, 1999. Information on substantiated complaints and licensing violations that occurred prior to January 1, 1999 shall not be released through the day care information line. Such information is available through a Freedom of Information Act request.

c) Confidential Information

The following information shall not be released by the day care information line:

1) specific details on the substantiated complaints, licensing violations, revocations, protective plans, administrative orders of closure, or surrenders,

2) child abuse and neglect reports,

3) children's names,

4) parents' names,

5) employees' names and/or position,

6) information on any pending licensing investigation except for the presence of a protective plan,

7) financial information, and

8) identity of the reporter of the complaint.

(Source: Amended at 24 Ill. Reg. 8508, effective July 1, 2000)